

ABSTRACT

Customer Communication Service System

5 A system and method is disclosed for servicing multi media customer
communications to geographically distributed agents from multiple call center sites via the
telephone network and a global data communications network. The system provides separate
interface ports to the telephone network and a global data communications network,
eliminating a potential choke point for limiting communications performance. Multi media
10 workflow provides common elements for handling diverse media event types. The system a
novel algorithm for skill based matching the attributes of multiple media events to the
attributes of multiple call center agents. Universal queuing is provided to enable effective use
of skill based matching features. A unique method for allocating voice trunk lines provides
greater efficiency of available voice communication channels and maximizes agent available
15 to customers.